

# PENTAGON BUILDING SECURITY & EMERGENCY PROCEDURES GUIDE

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A handout developed by the Defense Protective Service to assist DoD Employees in understanding security procedures and how to handle emergency situations.



*Defense Protective Service*  
*Washington D.C. 20301-1155*  
**EMERGENCY PHONE: (703) 697-5555**  
**(TDD 693-7008)**

## Introduction



This handout was prepared to assist DoD personnel located in the Pentagon Building to understand security and emergency procedures and their roles during an emergency, and to identify sources of assistance.

All emergencies shall be reported to the Defense Protective Service (DPS) immediately.

- **EMERGENCY PHONE NUMBER** 697-5555
- **Telecommunication Device for the Deaf (TDD)  
Emergency Phone Number:** 693-7008
- Non-Emergency Phone Number 697-1001
- On-Duty DPS WATCH COMMANDER 697-4151
- Building Manager 697-7351

DPS is responsible for coordinating with other emergency service agencies (fire and emergency medical).

## Building Access Procedures



Access to the Pentagon is restricted in order to ensure the orderly and secure conduct of Department of Defense business. Admission to the building shall be limited to employees and other persons with proper authorization. Authorized building passes or escorts are required to gain admittance to and remain within the Pentagon. Building pass holders will insert their DoD building pass into the card reader mounted on turnstiles when entering and leaving the building. Building passes must be worn at all times above the waist while in the building.

- a. From 0600 to 2000 hours, Monday through Friday, except holidays, a valid DoD building pass is required to gain access to the building.
- b. From 2000 to 0600 hours, Monday through Friday, and all day Saturdays, Sundays and holidays, a valid DoD building pass annotated "PNT" or "NCR" is required for admittance. Personnel possessing a DoD building pass for a building other than the Pentagon or accepted identification cards shall be admitted only after approval of the office to be visited and must be escorted at all times while in the building.
- c. Admittance to restricted or security areas within the building shall be in accordance with the security procedures prescribed by the tenant component.
- d. Between 2000 and 0600 hours, Monday through Friday, and all day Saturdays, Sundays and holidays visitors without a valid DoD Building Pass will be required to sign in on a visitors' register at the police desk at building entrances, display a visitor pass and must be escorted at all times by the person they are visiting while in the building.
- e. DPS Police Officers may at random periods direct persons to pass through the metal detector and submit their hand carried items for screening.  
Screening measures will intensify during periods when threat conditions (THREATCON) are escalated to higher levels (i.e., THREATCON ALPHA or above). Individuals who refuse to submit to screening will be denied entry to the building.

## Accepted Identification Cards

Persons desiring entry into the Pentagon must be in possession of one of the following building passes and/or identification cards:

- a. DoD Building Pass — DD Form 1466 with white, pink, blue or tan background.
- b. Military Identification Cards — DD form 2 (Active, Retired or Guard), "Armed Forces Identification Card" (green); DD Form 2 (Retired, "United States Uniformed Services Identification Card" (blue).

### Access Hours, Escort Privileges and Inspections

TYPE OF PASS	ACCESS HOURS	ESCORT PRIVILEGES	METAL DETECTOR & X-RAY INSPECTION REQUIRED
DD Form 1466 - White Background (Stamped PNT or NCR)	24 Hours, All Days	Yes <i>Note 1</i>	Random
DD Form 1466 - Pink Background (Stamped PNT or NCR)	24 Hours, All Days	Yes <i>Note 1</i>	Random
DD Form 1466 - Blue Background	24 Hours, All Days	No	Random
DD Form 1466 Tan Background	0600-2000, Mon-Fri *	No	Yes
DD Form 2 (Active) <i>Note 2</i>	0600-2000 Mon-Fri	No	Random
DD Form 2 (All Others) <i>Note 2</i>	0600-2000, Mon-Fri	No	Random

#### \*Excluding Holidays

*Note 1: Passes with "NE" (no escort) do not have escort privileges.*

*Note 2: Will be issued a visitor pass, "No Escort Required."*

## Security Awareness Briefing

All employees, cleared and uncleared, should know their Security Manager and how reach them. Prior to issuing applicants a DoD Building Pass Request, the Authorizing Official (the person authorizing you to receive a building pass) must ensure that the applicant has received a security awareness briefing to include as a minimum the following ten items. Your Security Manager is responsible for and oversees your office's security program and should be able to answer any further questions.

### ***TEN RULES TO REMEMBER***

- ✓ **1. PASSES** shall be worn by employees and visitors at all times while in the Pentagon. Passes should be visible at all times and worn above the waist. Every employee should be aware that passes with a white background are issued to government personnel; pink - contractor employees; tan -foreign visitors; and blue with "PRESS" - members of the news media. Employees also have a responsibility to stop and/or report any individual not displaying a proper pass to DPS (697-5555). Lost passes should be reported immediately to the DPS Building Pass Office (695-5923).
- ✓ **2. ESCORTS** of Pentagon visitors may not leave their visitor(s) at any time. Confront and/or report unescorted visitors to DPS (697-5555).
- ✓ **3. CLASSIFIED DOCUMENTS** should not be removed from the Pentagon without a proper courier card and without proper packaging and protection. Inside the Pentagon, no material may be carried outside office spaces unless it is also properly covered and safeguarded. All classified material must be stored in a GSA-approved storage container or an approved open storage office space. Classified material must be disposed only in an authorized manner and at the Pentagon Incinerator.
- ✓ **4. SECURE TELEPHONES/CELLULAR PHONES** may only be used to discuss classified information. In addition, cellular phones must be disconnected from their batteries when entering SCIFs, and visitors to SCIFs must surrender their cellular phones to SCIF personnel who will maintain custody until the owner departs.
- ✓ **5. FAXES** - classified material should only be transmitted between secure fax machines.
- ✓ **6. COMPUTERS** - classified material may only be processed on approved secure computers. All approved computers and diskettes must be clearly marked and with the appropriate security labels. Personally owned computers may never be used to process classified material.
- ✓ **7. PHOTOCOPIERS** - classified material must be properly marked and may only be copied on approved photocopiers and/or reproductive equipment.
- ✓ **8. DISCUSSION OF CLASSIFIED SUBJECTS AND MATERIALS** is only allowed in approved/secure areas. Discussions of classified materials in the Pentagon hallways, dining areas, Center Court, POAC or in private vehicles during commutes to and from the Pentagon is strictly prohibited.
- ✓ **9. SUSPICIOUS PERSONS and/or CIRCUMSTANCES** should be immediately reported to DPS (697-5555).
- ✓ **10. KNOW YOUR SECURITY MANAGERS** and how to reach them.

## Replacement Building Access Pass Information

If your building pass is lost, stolen, destroyed, damaged or faded, you can go directly to the Building Pass Office located on the concourse near the Metro entrance, for replacement without paperwork. You will need to show some form of identification at that time, (either the old pass if you still have it or other official identification such as a valid driver's license) prior to receipt of a new pass. Your old pass, if you still have it, should be turned into the Building Pass Office.

Employees are required to go to their authorizing official for new passes, name changes or expiration of existing passes. The authorizing official will complete a DD Form 2249 Building Pass Request form for the employee to bring to the Building Pass Office for issuance of a new pass. The completed request form shall be annotated by the authorizing official certifying that the employee has received a security awareness briefing (see page 3).

During normal duty hours, (0600 to 2000 hours Monday through Friday, except holidays), persons having official business to transact and other visitors who do not possess a DoD building pass shall be admitted only after coordination between DPS and the office to be visited, resulting in approval. A representative of the office to be visited shall meet the visitors at the entrance, escort visitors while in the building and to an exit at the conclusion of the visit. Visitors entering the building after 2000 hours will be required to sign the visitor register at the DPS Police desk.

## Visitor and Escort Procedure

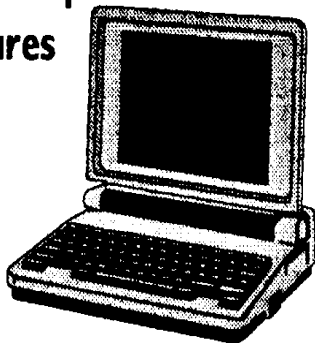
- a. Only holders of DoD building passes with a white or pink background are permitted to escort visitors.
- b. Authorized escorts are authorized to escort no more than ten (10) personnel during normal THREATCON levels. During increased THREATCON levels the number will be reduced accordingly.
- c. The head of the component concerned may arrange group admittance required for the purpose of attending functions sponsored by DoD components by contacting the DPS Protective Services Unit (695-3206). A written memorandum should follow such requests.
- d. Visitor passes must be worn at all times while in the building and turned in when departing the building.

## Building Security Hours

The building security hours are from 2000 to 0600 hours, Monday through Friday, and 24 hours on Saturdays, Sundays, and holidays.

All property, brief cases, packages, laptop computers, and other containers entering or being removed from the building are subject to inspection by the Defense Protective Service.

## Package Inspection Procedures



A property pass, Optional Form 7, obtained from your security manager is required to remove U.S. Government property from the building that is not covered by a bill of lading or invoice. A property pass is also required to remove personal property not accompanied by a sales document or not readily identifiable as such.

A courier card or other approved authorization document is necessary to remove classified documents (paper and electronic media) from the building. DPS Officers will also conduct random entry-exit inspections for classified materials. Officers will not allow employees or other personnel to remove classified items without proper documentation.

## Emergencies

### Receiving A Threat



An actual or imminent set of conditions or hazards which if not corrected or prevented could endanger Pentagon occupants. An example of this could be fire, bomb threat, gas leak, or chemical spill. A list of the most common emergencies and what you should do follows:

When receiving a threat, including a bomb threat, extortion threat, or threat from a mentally disturbed individual, remain calm, listen carefully, and contact the Defense Protective Service immediately.

- Complete a threat information checklist as soon as possible. A checklist has been included at the end of this handout.
- Report any suspicious packages to the Defense Protective Service immediately. Do not move or touch the package. The offices surrounding the immediate area of the package may need to be evacuated
- When receiving a threat in the mail, limit the number of persons who have touched the letter to an absolute minimum. This will help preserve the item as evidence so that it can be processed for fingerprints, etc.
- When receiving a threat by a person present in the office, activate the duress alarm if available. If no such alarm is available call or have another person call DPS (697-5555).
- DPS will immediately dispatch a police officer to your location.

### Problem Visitors



Problem visitors are individuals in a crisis state. Such persons are experiencing strong emotions or a mixture of emotions, which are controlling them completely. The person's rational, intelligent thinking level is not functioning and will generally turn feelings inward and away from usual support systems (such as family or counselors).

Individuals in a crisis state are reacting to some perceived problem. While stress is part of life, too many stressful situations can cause an individual to have problems. Problem solving techniques and coping mechanisms stop working. Some signs to look for are as follows:

- Increased tension and anger on the part of the individual is apparent.
- The individual displays a low attention span and/or tunnel vision.
- The individual displays impulsive and unproductive behavior.
- The individual has a lack of perspective.
- The individual has isolated themselves from family and/or co-workers. There is a marked change in the individual's social network.
- The person is very emotional and is unable to control their emotional responses.

Even with other information and resources available to address the individual's problem, the individual is so disorganized that they cannot utilize these resources.

## Handling Problem Visitors

There is no magic formula for dealing with problem visitors. Just as there are many different reasons for the individual to be in a crisis state, there are many different actions and reactions for each individual in such situations. The most important things you can do are to maintain your own composure and professionalism. Remember that individuals in a crisis state have temporarily lost control of their own emotions and their ability to rationalize. For whatever reason this individual has brought their problem to you. You may be lashed out at. You are an available target for ventilation of the individual's anger and frustration. Do not take this assault personally. Therefore it is important that you, as the listener, remain rational.

Unless the person is violent immediately upon entering the office there is no need to panic. What needs to take place is communication between you and the problem visitor. There are many ways to communicate with an individual in crisis.

### THINGS YOU SHOULD DO

These are some suggested ways for you to handle the problem visitor.

- Use calm, relaxed body language and motions.
- Be as polite and respectful as possible.
- Be warm, but back off if you sense resentment.
- Let the individual verbalize their own complicity in their problem.
- Concentrate on listening for emotion and emotional behavior.
- REMAIN NEUTRAL and deal with one issue at a time.
- Observe and listen until you have enough information to act competently.

Take charge of the communication effort in your office. Other co-workers in the office should be advised that while it is alright to stay to offer assistance should you need it, they should not "help" you in your conversation. Too many talkers will only add to the problem visitor's frustration.

### THINGS YOU SHOULD NOT DO

These are some of the things you should avoid when handling a problem visitor.

- Do not stand over a seated person. Sit down beside them.
- Do not put people down or be authoritative if you can avoid it. Such actions will increase the level of tension and will reduce your effectiveness.
- Do not threaten.
- Do not allow name-calling. Insist upon constructive efforts at solving the problem.
- Do not get drawn into fighting on their ground.

There is no one correct way to handle disgruntled or problem individuals. Each case is different. Only you can assess the level of conflict and the need for police assistance. It is important that a sense of complacency not set in merely because your office is located within the Pentagon and is a relatively secure environment. Problem visitors can be anyone from a person with a real or imagined complaint involving VA benefits who has walked away from the Pentagon tour to a co-worker who received a poor performance evaluation. If at any time you feel that violence is going to occur, you or someone else in your office should call DPS at 697-5555.

Workplace violence strikes all types of organizations and no organization is immune. Americans have a one in four chance of being assaulted, harassed, or threatened on their jobs. It is highly recommended that all employees receive training on workplace violence. DPS offers training, which includes awareness, policies and procedures, warning signs, reporting threats, documenting incidents, stress and conflict management and what is involved in a subsequent investigation. For information on workplace violence training, call 693-6668, ext. 150 or 151.

## Fire & Smoke



If you should **see or smell smoke** immediately notify the Defense Protective Service (697-5555) of the location of the smoke.



If you should **see flames** immediately pull the nearest fire alarm box. If the situation permits, remain at the box to direct responding security personnel to the fire. If the situation does not permit staying at the pull station, evacuate the area immediately.



- Stay low to the floor and move to a safe area. Smoke will rise towards the ceiling
- Feel closed doors for heat before opening them. If the door is hot, the fire may be on the other side of the closed door.
- Close doors and windows if possible.
- Evacuate the area.



## Building Fire Alarm System



The Pentagon is divided into five separate sectors for purposes of fire alarms. The fire alarm pull stations are located at the building's stairwell exits. When a fire alarm pull station is "pulled" or activated, it will sound a general alarm in the section of the building where the activation occurred.

The fire alarm signal is also reported to the Defense Protective Service who will immediately dispatch officers to the location of the alarm and contact the fire department.

The alarm starts with a high pitch whoop sound, followed by a voice message to evacuate to a safe area. Occupants should evacuate in accordance with their office's evacuation plan. Strobe lights will also flash in the section of the building where alarm activation occurred.

***Do not wait to see if the alarm is active or not. Such delays can cause life threatening time loss in the event the alarm is real. Never assume that an alarm is false. Play it safe and EVACUATE!***

## Medical Emergencies



Emergencies of a medical nature need not involve more than one victim. Your actions during the crucial first minutes following serious injury can save lives. The following should be your priorities until help arrives:

- **Summon Emergency Medical Help** - Contact the Defense Protective Service (697-5555). Police Officers will be dispatched, and an ambulance requested. Stay with the victim while someone else calls for help.
- **Breathing** - If necessary, begin mouth-to-mouth breathing, which is explained below.
- **Circulation** - Check for a pulse. If no pulse, begin CPR, ***only if you are trained!***
- **Bleeding** - Apply direct pressure and elevation to stop persistent bleeding. Use the cleanest cloth you can find.
- **Neck or spinal injuries** - Do not move victim unless absolutely necessary.
- **Other health problems** - Check victim for emergency medical ID tags and/or medications. When medical help arrives turn this information over to them.
- **Do not give food or liquids** - An unconscious or semi-conscious victim cannot swallow and could suffocate.
- **STAY CALM** - Reassure the victim and stay calm yourself.

## A-B-C of Mouth-to-Mouth Breathing



Pentagon employees are encouraged to take basic first aid courses to include CPR through local agencies such as the Red Cross or American Heart Association. In a medical emergency, your first priority is to restore breathing. There is no time to wait for help. Check for signs of breathing. Tap victim and shout "Are you OK?" If no response, yell for someone to call for help and proceed as follows:

### AIRWAY - Open airway:

- Place the heel of your hand on the victim's forehead.
- With your other hand, lift the victim's chin with your fingers.
- Tilt the victim's head back unless you suspect head or spinal injury.
- Check for breathing for 3-5 seconds, if none

### BREATHING

- Pinch victim's nose shut.
- Put your mouth over victim's mouth.
- Give 2 full, slow breaths.
- Allow lungs to empty between each breath. Then.

### CIRCULATION

- Feel for pulse in side of neck, in groove near Adam's apple.
- Check for breathing and pulse for 5-10 seconds.
- If no pulse, begin Cardio-Pulmonary Resuscitation (CPR) *only if you are trained!* If you do not know CPR, continue mouth-to-mouth breathing until victim is breathing again or help arrives.

## Civil Disturbances

Demonstrations and other disturbances can happen at any time at the Pentagon. You need to keep up with current events that may spark these events. For example, every August you can expect demonstrations associated with the anniversaries of the atomic bombings of Japan in World War II.

Be alert to an increase in police activity near building entrances. This could signal that a demonstration or other civil disturbance problem is taking place in that vicinity. You should avoid that area and confrontation with demonstrators if possible. Go to another entrance or take a route around the problem area.

## **Criminal Incident**



No one is immune from crime. A look at the news each day proves the point. Be alert for surveillance attempts, or suspicious persons or activities and report them to the Defense Protective Service.

- At night always travel in well-lighted areas.
- Secure your valuables. Don't leave your purse or wallet unattended, even if you only go next door for a "minute". A minute is all a thief needs.
- Secure your work area. Laptop computers, personal electronic equipment and other items are tempting items for a thief.
- Avoid public disputes or confrontations. Most assaults begin that way.
- Do not divulge family or personal information to strangers.

## **Individual Protective Measures**

Most persons and organizations fall into habits or routine behaviors. Work begins and ends at the same time every day; meals are eaten in the same cafeteria; individuals park in the same spot every day; and individuals follow the same route to and from the office every day. While these habits may be convenient, you can take certain steps to ensure your individual safety.

## **Overcome Routines**



Individuals conducting criminal or terrorist activity normally plan their actions carefully. They will observe the potential target's routines in order to decrease their risk and increase the probability of success. The ability to be unpredictable increases the risks to these individuals and severely decreases the chances of their success. Reduced probability of success in criminal as well as terrorist activity towards a particular target makes that target less desirable.

- Vary your route to and from work, and the time you arrive and leave.
- Exercise on a varying schedule, utilizing different routes and distances. It is best not to exercise alone.
- Avoid routines (time and location) for shopping, lunch, etc.
- Do not divulge family or personal information to strangers.
- Enter and exit buildings through different doors, if possible.

## **Be Sensitive to Changes in the Security Atmosphere**



Security awareness should be encouraged at all times. Even simple things like reviewing the "Early Bird" publication can give indications of possible trouble for you as an individual or because of where you work. Trust your gut feelings. If you think something is wrong, you are probably right. Report suspicions and concerns to your Security Manager and the Defense Protective Service. Specifically, watch out for the following:

- Be alert for surveillance attempts, or suspicious persons or activities, and report them.
- Avoid public disputes or confrontations. Report any trouble.
- Do not unnecessarily divulge your home address, phone number, or family information.
- Be alert to an increase in police activity in normally quiet areas. This could signal that a demonstration or other problem is taking place in that vicinity. You should avoid that area if possible.
- Take note of current Threat Condition (THREATCON) level posted at building entrances.

Even the most security aware individual may be threatened by or become victimized by a criminal or terrorist act. Therefore you should implement the following general measures:

## **Be Prepared for Unexpected Events**



- Get into the habit of "checking in" to let friends and family know where you are or when to expect you.
- Know the emergency phone numbers for both home and work. The emergency phone number for the Defense Protective Service at the Pentagon is 697-5555. If your phone is programmable you may wish to store this emergency phone number into your phone. This will allow you to use one button dialing.
- Know the locations of Police and other security offices, as well as other emergency agencies like the Fire Department or the Hospital or clinic.
- Set up simple signal systems that can alert associates or family members that there is a danger.
- Carry identification showing your blood type and any special medical conditions. Keep a minimum of a one-week supply of essential medication on hand at all times.
- Keep your personal affairs in good order. Keep wills current, have powers of attorney drawn up, take measures to ensure family financial security, and develop a plan for family actions in the event you are taken hostage.
- Do not carry sensitive or potentially embarrassing items.

## **Office Setting Protective Measures**



The working environment is not immune from attempted acts by criminals, terrorists, or others that would do you harm. Just ask Postal Service personnel about the problems of disgruntled employees. DoD installations usually provide a level of basic security comparable to or superior to the basic level of security provided in the surrounding community. Nevertheless, it is important that a sense of complacency not set in merely because the office is located in a nominally secure area. Your office is not just a target for a terrorist or other politically motivated act. Keep in mind that a disgruntled employee (who received a poor evaluation, or is a victim of a reduction in force) can also be a problem. Also consider the person who has a grievance (VA benefits, or other problem) can walk away from a Pentagon Tour and make their way to your office. The following general procedures will aid in reducing the likelihood of being victimized.

### **GENERAL OFFICE SECURITY**

Establish and support an effective security program for the office. This can be done with the assistance of the Security Manager assigned to your office and the Defense Protective Service.

- All persons working in the office should be trained to be alert for suspicious activities, persons or objects and report any occurrences.
- Arrange office interiors so that strange or foreign objects left in the room will be immediately recognized.
- Consider removing obvious obstructions behind which or within which improvised explosive devices could be concealed such as draperies, closed waste baskets, unsecured desks and filing cabinets, and planters.
- Ensure that access control procedures are rigorously observed at all times. Additional information on this subject can be found in Administrative Instruction No. 30.
- Wear photo ID passes where they can be seen at all times.
- Identify offices by room number, color, or object name, and not by rank, title, or name of incumbent (room 2E165, the gold room, not the General's office, or the Secretary's office).

### **OFFICE PROCEDURES**

Day to day activities within an office can help establish an environment in which it is more or less difficult for criminals or terrorists to gain knowledge needed to successfully attack DoD personnel, facilities, or materials.

- When taking telephone messages, do not reveal the whereabouts or activities of the person being sought unless the caller is personally known to the individual taking the message.

- Observe caution when opening mail. Though all mail is screened in the Pentagon's Remote Delivery Facility, be on the lookout for letters or packages, which might contain an improvised explosive device. A list to aid in detecting such devices includes:

***Foreign mail, Air Mail & Special Delivery***

***Excessive postage***

***Restrictive markings such as Confidential, Personal, etc.***

***Hand written or poorly typed addresses***

***Incorrect titles***

***Title but no name***

***Misspelling of common words***

***Oily stains or discoloration***

***No return address***

***Excessive weight***

***Rigid envelope***

***Lopsided or uneven envelope***

***Protruding wires or tinfoil***

***Visual distractions***

- Doors from the visitor access area to executive offices or other restricted areas should be locked from within.

Permit workmen or visitors access to restricted areas only with escort and only with proper identification; confirm work to be done prior to admitting workmen to restricted areas.

- Office doors should be locked when vacant for any lengthy period, at night and on weekends. Keys to the office should be retained by the incumbent and the Security Manager.
- Maintenance activity and janitorial services should be performed under the supervision of security personnel.
- Be familiar with the location of and how to activate any duress alarms located within your office areas.
- Do not accept packages from strangers until satisfied with the individual's identity and the nature of the package.

Security awareness should be encouraged at all times. Trust your feelings. If you think something is wrong, you are probably right. Report suspicions and concerns to the Defense Protective Service.

The Defense Protective Service is available to assist with questions you may have regarding your security or the security of your office.

- ***To Report Suspicious or Criminal Activity (697-5555)***
- ***Crime Prevention Unit (692-8376)***
- ***DPS Security Services (695-4668)***

DoD 0-2000.12-H "Protection of DoD Personnel and Activities Against Terrorism and Political Turbulence" is an excellent source of reading material on the subject of protection and security. Published by the Assistant Secretary of Defense for Special Operations and Low-Intensity Conflict (SO/LIC) copies may be obtained through your publication channel.

DoD Instruction 0-2000.16, "DoD Combating Terrorism Program Standards" requires all personnel to receive the appropriate training for individual antiterrorism awareness prior to deploying or traveling outside the US, its territories and possessions. Family members on official government travel orders should receive similar training. For the AT/FP Level I training schedule contact your Security Manager or the Pentagon AT/FP Office (695-6183).

The Security Manager can also obtain answers to your questions and resolve any security related problems that are discovered.

Despite the implementation of security procedures and programs, you may still become hostage victims. During the initial moment of capture, the victim must make an instant decision--resist, surrender, or to flee. Only you can make this decision.

This decision will be driven by many factors. These can be grouped as follows:

- Environmental factors--where is the capture-taking place?
- Situational factors--how large is the attacking force? How is it armed? How vulnerable or capable are the victim's companions? If resistance or escape is attempted, will the victim's companions be in more or less jeopardy; will they have greater or lesser opportunities for survival and escape?
- Personal factors--does the victim have adequate survival skills even if escape is possible? Does the victim have skills necessary to resist?

## **WHAT YOU SHOULD DO IN A HOSTAGE SITUATION**

The most dangerous moments to victims of hostage taking occur at the very onset of the episode. At just this moment potential victims' mental skills must be at their peak to make a critical decision--resist, flee, or surrender--the hostage takers are at their most intense emotional peak. The situation is primed for violence. DO NOT BE A HERO.

- Resist panic; remain calm; MAKE NO SUDDEN MOVEMENTS.
- Regain your composure as quickly as possible after capture, face your fears, and try to master your emotions.
- If you are taken hostage and decide not to resist, assure your captors of your intention to cooperate, especially during the initial stages of the incident.
- ANTICIPATE ISOLATION AND EFFORTS TO CONFUSE YOU.
- Try to prepare yourself mentally for the situation ahead as much as possible. Stay mentally active.

## **Hostage Barricade Situation in Your Office**



After the initial shock of capture wears off, both the hostage takers and the victims stabilize their emotions and begin to plan for the future. The hostage takers may divulge information about themselves, their organization, their

goals and objectives. They may share their demands, and they may even begin to discuss roles and responsibilities the victims will have in the future. Those taken hostage also should begin to make an emotional transition from being a "victim" to being a "survivor."

- Take mental note of the numbers, names, physical characteristics, accents, personal habits, and rank structure of your captors.
- Remember that typically these situations play out over a lengthy period of times from several hours to perhaps days.
- Be a role model. If the victim remains calm during captivity, it is easier for hostage takers to remain calm. If you treat yourself, your fellow hostages, and your captors with respect, you can often expect similar treatment from your captors.
- Be extremely courteous and polite to your captors. Such behavior extended towards captors emphasizes the nonbelligerent attitude of victims towards captors. In so doing, such behavior conveys information that reinforces earlier and continuing messages that the victim is not an immediate threat to the captors' welfare and security.
- Try to build human relationships. Identify those captors with whom you can communicate and attempt to establish a relationship with one or more of them. Do not debate or argue, but try to discuss neutral issues.
- Talk in a normal voice. Avoid whispering when talking to other hostages, or raising your voice when talking to one of your captors. Whispering suggests conspiratorial behavior, plots of escapes, and the possibility that victims might turn on captors. Whispering among hostages can be perceived as quite threatening to your captors and result in further emotional or physical harassment of hostages or worse. Similarly, loud conversations with your captors can be interpreted as an indication of dangerous, bellicose, and threatening behavior by hostages.
- Avoid political or ideological discussions with your captors.
- Obey your captors' orders or commands. Obedience need not be swift, cheerful, or overtly enthusiastic, but should be sufficient to maintain a balanced relationship between you and your captors.
- Do not aggravate your captors. Such persons usually have low thresholds for dissent and argument. When aggravated, they can become abusive and violent. Do not complain, act belligerently, or be uncooperative when dealing with your captors.
- Do not worry about your families. One of the advantages of being a DoD employee is being part of a large organization with substantial resources on call to provide support to your families in a crisis.
- Take comfort in the knowledge that great effort is being made to neutralize and resolve the situation.
- Be alert always for signs from outside of a rescue effort.

## **WHAT SHOULD YOU DO DURING A RESCUE ATTEMPT**





Hostage/Barricade Situations do end, and often with no loss of life or physical injury to the victims. It is the policy of the Defense Protective Service to resolve the situation peacefully. The DPS Critical Incident Negotiations Team will initiate contact in an attempt to negotiate hostage release. However, should all other means to obtain your release fail it is possible that a rescue attempt will be made. Should this take place you should do the following:

- DO NOT RUN. Your captors may shoot you. Also, there is no way for the rescue forces to identify you as a hostage.
- DO NOT PICK UP A GUN, even to assist rescue forces.
- DROP TO THE FLOOR AND REMAIN STILL. During the rescue attempt, both the hostages and the rescue force are in extreme danger. Drop to the floor immediately, and lie as flat as possible.
- AVOID SUDDEN MOVEMENT OR MOTION. Traditionally captors resist rescue efforts or will attempt to flee when such an attempt is undertaken.
- WAIT FOR INSTRUCTIONS. After order has been restored, there may be some moments when the victims may be handled roughly or ordered up against the wall. Victims will be handcuffed, searched, and may even be gagged until the rescue forces have positively identified all persons. This procedure is common to Hostage Recovery Teams and is employed for their safety as well as the safety of hostages upon release.

Once the Hostage/Barricade Situation has been resolved (either through negotiation, desire of the captors to terminate the event, or through a rescue attempt) hostages can expect to be interviewed and debriefed at the end of the incident by law enforcement personnel. You should also be prepared to face the media. You will be offered and may benefit from psychological support and social services in the aftermath of surviving such an incident. But always remember that you did survive.

Service has the capability to detect nerve and blister agents, and gamma or neutron radiation. In addition the DPS has developed a response plan for such an emergency entitled the 10-90 Gold NBC Response Plan. If you suspect that an NBC emergency has taken place you should do the following:

- Report any suspicious activity (apparent mass casualty situation, vehicles spraying mists, etc.).
- Standby to receive instructions to evacuate your office area. Evacuation during this type of emergency differs from evacuation procedures for fire. Employees should not immediately exit the building. Building employees will be advised by a public address system or by DPS police officers to go to a specified safe area. The relocation area could be inside the building.
- If it is suspected that you have been exposed to chemical agents, you may be decontaminated, to include the removal of outer clothing and being washed down with at least water.

## Facility Problems



Facility Problems cover a wide range of areas from broken pipes to Hazardous Material (HAZMAT) spills. It could also include such items as stuck elevators and office lighting problems.

All facility related emergencies should be reported to the Building Management Office at 697-7351 between 0700 and 2000 hours, Monday through Friday.

At all other times call DPS at 697-5555. DPS will contact the appropriate engineer from a list of Emergency Call Numbers.

## Evacuations

The authority to order an evacuation is dependent on the circumstances and scope of the situation requiring the evacuation.

Regardless of how the evacuation order is given, be it verbally by responding to emergency personnel or by the sounding of the Building Alarm System, all personnel must evacuate.

- For suspicious packages the evacuation zone will be 900 feet in all directions from the package, including the floors above and below the package.
- For normal emergencies evacuate to assembly areas at least 100 yards away from the exterior of the Pentagon.
- For NBC emergencies, building employees will be advised by a public address system or by DPS police officers to go to a specified safe area. The relocation area could be inside the building.\*

When an evacuation is underway, you should do the following

## Evacuation & You



- **STOP WORK** -- The safety of life is the primary concern during an evacuation.
- **SECURE MATERIALS** -- Or take it with you if you can't secure it. If it is a bulky item leave it. It is not worth a life.
- **EVACUATE** -- Do not wait until you see Police and Fire services responding. If an alarm goes off, it doesn't matter if it is real or not, evacuate.
- **FOLLOW DIRECTIONS** -- Evacuation Routes and Assembly Areas should already be known by periodic reminders and drills as well as posted within the office space. Should a fireman or a police officer give you directions, follow them.
- **TAKE ONLY WHAT YOU NEED** -- Take only your coats and purses. Do not take briefcases or other materials. They will be a hazard in the evacuation.
- **USE STAIRWELLS ONLY** -- Never use elevators or escalators during an evacuation unless that is the absolutely only way out. Stay in the center of the stairwell.
- **REMAIN CALM -- DO NOT PANIC.**
- **GET OUT OF THE BUILDING** (\*not necessarily for NBC evacuations-see section above: "Evacuations"). What may seem safe at the moment could be a trap very quickly. Get away from the building. Besides being in danger, you could also be hampering any ongoing rescue attempts.
- **GO TO YOUR ASSIGNED ASSEMBLY AREA** -- Regardless of where you are in the building when an evacuation is ordered, go where you can be counted.
- **DO NOT RE-ENTER UNTIL AUTHORIZED.**

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## Responsibilities

The following is a list of responsibilities and duties with regards to emergencies at the Pentagon.

The Defense Protective Service is responsible for the following:

- Establishing a Command Post and assigning an Incident Commander for emergency situations in accordance with the Council of Governments (COG) Mutual Aid Plan.
- Ordering evacuations, when circumstances require an evacuation and when an evacuation has not already been ordered.
- Announcing re-entry into the Pentagon.

### Defense Protective Service (DPS)



The Pentagon Building Management Office (PBMO) is responsible for the protection of Pentagon and its occupants insofar as their safety may be affected by the structure or by the activities required for the maintenance and operation of the building. The Pentagon Building Manager is responsible for the following:

- Coordinating the development (and if appropriate revision) and publication of a Pentagon Evacuation Planning Document
- Damage control and maintenance of the Pentagon.
- The Pentagon Building Manager (or designee) will respond to the DPS Command Post during an evacuation to assist the Incident Commander.
- Damage control and maintenance of the fire alarm system.
- Posting and updating Pentagon corridor and stairwell Evacuation information signs.
- Ordering an evacuation of the building when circumstances warrant.

### Building Management

The head of each DoD Component occupying space within the Pentagon is responsible for the following:

- Designating a primary and alternate Agency Contact within their organization for the purposes of establishing an Evacuation Plan for their spaces. The Agency Contact will be responsible for ensuring that the agency spaces are evacuated and relaying information relative to the evacuation (problem, etc.) to the DPS Incident Commander during an evacuation.
- Assigning agency personnel to assist handicapped or physically challenged personnel within their agency during an evacuation. Conducting limited evacuation drills for offices within Agency spaces on an optional basis as needed.

### DoD Agency Occupying Space in the Pentagon

## Your Responsibility During an Emergency

- Ensuring that all new agency employees are briefed on the evacuation plan when hired and all other employees on an annual basis. Ensuring that evacuation routes are updated and posted in all agency spaces.
- Ordering an evacuation in their spaces when circumstances warrant and advising DPS and Building Management of the evacuation.

As an employee, you also have responsibilities during an emergency not only to ensure your own safety, but the safety of fellow employees.

- Reporting all emergencies to the Defense Protective Service.
- Becoming familiar with the Evacuation Plan for your office to include the Primary and Secondary evacuation routes and assembly areas.
- Providing such assistance during an emergency, as you are able.
- Becoming familiar with Emergency Phone numbers, and lastly.
- Staying CALM during an emergency!

**Remember that security is everyone's responsibility.**

## Final Note

The Defense Protective Service hopes this material has been informative and helpful. Additional copies of this document can be obtained from DPS. If you have any questions please do not hesitate to contact one of the below listed agencies. For your convenience, clip out the section below and place near your phone.

<b><i>DPS Emergency Phone</i></b>	<b><i>697-5555</i></b>
<b><i>DPS TDD Emergency Phone</i></b>	<b><i>693-7008</i></b>
<b><i>DPS Non-Emergency Phone</i></b>	<b><i>697-1001</i></b>
<b><i>DPS Crime Prevention</i></b>	<b><i>692-8376</i></b>
<b><i>DPS On-Duty Watch Commander</i></b>	<b><i>697-4151</i></b>
<b><i>DPS Security Services</i></b>	<b><i>695-4668</i></b>



## Defense Protective Service **THREAT INFORMATION CARD**

### IMPORTANT

It is imperative that you attempt to obtain as much of the requested information as possible. The caller may not always provide the answers to all of your questions, but the information obtained from the questions that they do respond to can help during the investigation. Immediately after termination of the call, notify the Defense Protective Service on 697-5555.

### QUESTIONS TO ASK

#### *Bomb Threat:*

1. When is the bomb going to explode?
2. Where is the bomb right now?
3. What does it look like?
4. What kind of bomb is it?
5. What will cause it to explode?
6. Did you place the bomb?

#### *All Threats:*

7. Why are you making this threat?
8. What is your address?
9. What is your name?
10. Where are you calling from?

#### **Exact wording of threat:**

Sex of caller: \_\_\_\_\_ Race: \_\_\_\_\_

Age: \_\_\_\_\_ Length of Call: \_\_\_\_\_

Number at which call is received:

Time: \_\_\_\_\_ Date: \_\_\_\_/\_\_\_\_/\_\_\_\_

### IDENTIFYING CHARACTERISTICS

#### *CALLER'S VOICE:*

_____ Calm	_____ Nasal
_____ Angry	_____ Stutter
_____ Excited	_____ Lisp
_____ Slow	_____ Raspy
_____ Rapid	_____ Deep
_____ Soft	_____ Ragged
_____ Loud	_____ Clearing throat
_____ Laughter	_____ Deep breathing
_____ Crying	_____ Cracking voice
_____ Normal	_____ Disguised
_____ Distinct	_____ Accent
_____ Slurred	_____ Familiar
_____ Whispered	

If voice is familiar, who did it sound like?

#### *BACKGROUND SOUNDS*

_____ Street Noises	_____ Factory machinery
_____ Crockery	_____ Animal noises
_____ Voices	_____ Clear
_____ PA System	_____ Static
_____ Music	_____ Local
_____ House noise	_____ Long Distance Booth
_____ Street Noises	_____ Factory machinery
_____ Motor	Other: _____
_____ Office Machine	

#### *THREAT LANGUAGE*

_____ Well spoken	_____ Incoherent
_____ (educated)	_____ Taped
_____ Foul	_____ Message read by the
_____ Irrational	threat maker

Remarks: